

## CITY OF RIVERSIDE

2510

08/08/2005

## HUMAN RESOURCES DEPARTMENT

Revised

## CLASSIFICATION SPECIFICATION

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**TITLE: PUBLIC SAFETY COMMUNICATIONS SUPERVISOR**

**DEFINITION**

Under general supervision, to supervise and participate in the operations of the public safety dispatch center on an assigned shift; and to do related work as required.

**DISTINGUISHING CHARACTERISTICS**

Incumbents in this classification supervise Public Safety Dispatchers and participate in the operation of the public safety dispatch center on an assigned shift. They may perform Public Safety Dispatcher duties on a relief basis as needed.

**REPORTS TO:** Public Safety Bureau Commander ~~Communications Manager~~

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Public Safety Bureau Commander ~~Communications Manager~~. Exercises supervision over Public Safety Dispatchers.

**EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

- Schedule, assign, and supervise and evaluate the work of public safety dispatch personnel on an assigned shift.
- Participate in developing initial and ongoing dispatcher training programs and training dispatcher.
- Review existing and recommend new or revised procedures and policies pertaining to dispatch center operation, preparing procedural manuals as required and instructing dispatchers.
- Monitor communication and computer equipment to ensure proper operation and report problems to superior.
- Resolve problems dispatchers have in operating computer terminals or communications equipment.
- Resolve and report disciplinary problems to supervisor.
- Prepare written reports on shift activities and any unusual occurrences.
- Perform all duties of a Public Safety Dispatcher as required.

**QUALIFICATIONS****Knowledge of:**

- Federal regulations applicable to communications operations.
- Proper operation of radio, telephone, computer-aided dispatch (CAD), and other types of communications equipment.
- Modern office methods, equipment, and procedures.

- Principles of supervision, training, and performance evaluation.

**Ability to:**

- Schedule, assign, supervise, and evaluate the work of a number of Public Safety Dispatchers on an assigned shift.
- Understand and interpret rules and procedures and explain them to others.
- Operate and control radio-telephone, computer terminal, and other office equipment.
- React quickly, efficiently, and calmly in an emergency situation and adopt effective course of action.
- Establish and maintain effective working relationships with others.
- Must be able to work rotating shifts (days, swings and graves), weekends, holidays and overtime, as required.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to completion of the twelfth grade.

Experience: At least three years of recent experience (within the last three years) as a Public Safety Dispatcher.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENTS**

Must be able to pass an intensive police background investigation.

Possession of, or ability to obtain, a valid appropriate Class "C" California Motor Vehicle Operator's License.

Possession of, or ability to obtain within 6 months of employment, a POST Basic Dispatcher Certificate or equivalent certificate.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Public Safety Communications Supervisor

**TO:**